



ACCREDITED 2020

Terms of Business including Remuneration details and schedule of Fees & Charges

Our Terms of Business including our Remuneration and Schedule of Fees & Charges set out the basis upon our regulatory and statutory obligations and the respective duties of both our firm and you in relation to such services. This is an important document – please read carefully and if you have any questions we will be happy to help clarify these for you. If there are any material changes to our terms, we will notify you.

Authorised Status with the Central Bank of Ireland

Sunrise Financial Planning Ltd (C9222) is regulated by the Central Bank of Ireland as an Investment Intermediary and Deposit Broker under the Investment Intermediaries Act 1995 (as amended) and as an Insurance Intermediary under the European Union (Insurance Distribution) Regulations 2018. A copy of our regulatory authorisations are available on request. Alternatively our credentials can be obtained from the Central Bank of Ireland whom may be contacted on 1980 777 777, or visit their website www.centralbank.ie.

Statutory Codes/Code of Conduct

Sunrise Financial Planning Ltd is subject to and complies with the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards. These Codes offer protection to consumers and can be found on the Central Bank of Ireland website www.centralbank.ie. As our Principal Gráinne Ryan is a **CERTIFIED FINANCIAL PLANNER**™, she is additionally subject to the Certified Financial Planner competency, ethics, and professional practice standards of the Financial Planning Standards Board www.fpsb.ie.

Our Services

Sunrise Financial Planning is an Insurance and Investment Intermediary. Our principal business is to provide advice and arrange transactions on behalf of clients relation to Life (Personal & Business Protection), Savings & Investments and Pensions. We also provide a bespoke Financial Planning service. We act as an impartial broker which means that:

- (1) The principal regulated activities of the company are provided on the basis of a fair and personal analysis of the market: and
- (2) You have the option to pay in full for our services by means of a fee.

Fair and Personal Analysis

We offer advice on a **fair and personal analysis basis** in relation to all Financial Services products and services. **Fair analysis of the market** means providing services on the basis of a sufficiently large number of contracts or investment products and product producers available on the market to enable us to make a recommendation, in

accordance with professional criteria, regarding which contract or investment product would be adequate to meet your needs and requirements.

The number of providers that constitutes ‘sufficiently large’ will vary depending on the number of providers operating in the market for a particular product or service and their relative importance in and share of that market. The extent of fair analysis must be such that could reasonably be expected of a professional conducting business, taking into account the accessibility of information and product placement to intermediaries and the cost of the search.

We do not have any ‘tied’ relationships with any institution that would compromise our ability to offer you impartial advice and choice. We do not guarantee nor make representations in regard to, and expressly disclaim responsibility for the financial security of the Insurance Companies and Product Producers with which we place business.

Periodic Assessment of Suitability: Insurance Based Investments Instruments (IDR) & Investment Instruments (MiFID)

We do not provide a Periodic Assessment of Suitability.

Regular Reviews

It is in your best interests that you review, on a regular basis, the products which we have arranged for you. As your circumstances change, your needs will change. Please keep us informed of any material changes and request a review of the relevant policy so that we can ensure that you are provided with up to date advice and products best suited to your needs. Failure to contact us in relation to changes in your circumstances or failure to request a review may result in you having insufficient insurance cover and/or inappropriate investments. Please also keep us informed of your contact details.

Life, Pensions and Investments

We provide life assurance and pensions on a fair and personal analysis basis i.e. providing services on the basis of a sufficiently large number of contracts and product producers available in the market to enable us to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet your needs. We currently deal with - Acorn Life, Aviva Life & Pensions, BCP, Irish Life, New Ireland, Phoenix Ireland, Royal London, Standard Life, and Zurich Life.

We will provide assistance to you for any queries you may have in relation to the policies or in the event of a claim during the life of the policy and we will explain to you the various restrictions, conditions and exclusions attached to your policy. However, it is your responsibility to read the policy documents, literature and brochures to ensure that you understand the nature of the policy cover; particularly in relation to Income Protection (PHI) and Specified Serious Illness policies.

Handling Clients' Money

We will accept payments in respect of all classes of insurance in the circumstances permitted under Section 25G of the Investment Intermediaries Act, 1995 (as amended). The Company is not authorised to accept negotiable instruments in any other circumstances.

Receipts

We request that all cheques or negotiable instruments are made payable to the appropriate Product Provider for Life, Pensions, Investment Business when possible. We will issue a receipt for each negotiable or non-negotiable instrument or payment received pursuant to Section 30 of the Investment Intermediaries Act 1995 (as amended).

Conflicts of Interest

It is the policy of our firm to avoid conflicts of interest in providing services to you. However, where an unavoidable conflict of interest arises we will advise you of this in writing before providing you with any service.

Disclosure of Information

It is your responsibility to provide complete and accurate information for Insurers/Product Producers when arranging a policy. Failure to disclose any material information to your Insurers/Product Producer may invalidate your cover and could mean that all or part of a claim will not be paid.

Default on Payments by Clients

Our firm will exercise its legal rights to receive payments due to it from clients (fees and insurance premiums) for services provided. Insurers/Product Producers may withdraw benefits or cover in the event of default on payments due under policies of insurance arranged for you. We would refer you to policy documents or product terms for the details of such provisions.

Cancellation

You, the customer can cancel your policy at any time by giving notice in writing subject to the terms and conditions of the applicable policy.

Complaints

We ask that you make any complaint against our firm, relating to services provided by us, preferably in writing however, verbal complaints will also be accepted. We will provide a written reply to all complaints received in writing within 5 business days. A written update will be issued to you every 20 days by a nominated individual within our firm. A comprehensive response to your complaint will be issued within 8 weeks of receipt of your initial complaint. You are entitled to refer the matter to the Office of the Financial Services & Pensions Ombudsman (01-5677000 or info@fspo.ie). A full copy of our complaints procedure is available on request.

Investor Compensation Scheme

We are members of the Investor Compensation Scheme established under section 30 of the Investor Compensation Act 1998. The Act provides that compensation shall be paid to eligible investors (as defined in the Act) to the extent of 90% of an investor's net loss or €20,000, whichever is the lesser, and is

recognised as being eligible for compensation. Further details are available on request. For further information, contact the Investor Compensation Company Ltd. at (01) 224 4955 or at www.investorcompensation.ie.

Brokers Ireland Compensation Scheme

We are a member of Brokers Ireland and of the Brokers Ireland Compensation Fund. Subject to the rules of the scheme the liabilities of its members firms up to a maximum of €100,000 per client (or €250,000 in aggregate) may be discharged by the fund on its behalf if the member firm is unable to do so, where the above detailed Investor Compensation Scheme has failed to adequately compensate any client of the member. Further details are available on request.

In addition to the above, Sunrise Financial Planning has a Professional Indemnity Insurance policy in place.

Governing Law and Language

The laws of Ireland form the basis for establishing relations between you and our firm. All contracts, terms, conditions and communications relating to any policies you may enter into with this firm will be in English.

Anti - Money Laundering/Countering the Financing of Terrorism

Our firm reserves the right to request any facts about a client which it reasonably believes it needs to know in order to comply with the prevailing Criminal Justice (Money Laundering and Terrorist Financing) Act 2010 (as amended) and relevant legislation.

Data Protection

Sunrise Financial Planning Ltd complies with the requirements of the General Data Protection Regulation 2018 (GDPR) and the Irish Data Protection Act 2018. We collect your personal details in order to provide the highest standard of service to you and are committed to protecting and respecting your privacy. We wish to be transparent on how we process your data and show you that we are accountable with the GDPR in relation to not only processing your data but ensuring you understand your rights as a client. The data will be processed only in ways compatible with the purposes for which it was given and as outlined in our Data Privacy Notice, this will be given to all our clients at the time of data collection, or is viewable on www.sunrisefinancialplanning.ie. Please contact us at info@sunrisefinancialplanning.ie if you have any concerns about your personal data.

Sustainability

We consider the adverse impacts of investment decisions on sustainability factors in our Investment Advice and our Insurance Based Investment Advice, both at the initial stages of our research, in our recommendations and annually as part of the investment services we provide to our clients.

An assessment of sustainability risks are integrated into our Investment Advice and our Insurance Based Investment Advice through the following means: The product information provided to us by the Product Producers and Insurers on the integration of sustainability risks. Our professional interrogation of the

information provided by the Product Producers and Insurers. Our in house Investment research as we keep our Investment knowledge current and relevant. • We will advise you of the likely impacts of sustainability risks on the returns of the financial products we may recommend. This will be advised to you in your Statement of Suitability (SoS)*. *The SoS is not specified as the document for this information we would recommend this as a suitable place for this information.

We are usually remunerated by commission from the Product Producers and Insurers with whom we facilitate Investment and Insurance Based Investment transactions on your behalf. This commission payment will not influence our decision to recommend a particular product. We consider how the Product Producers and Insurers have integrated sustainability risks into their investment product offerings prior to making our recommendations to our clients.

Remuneration:

We are remunerated by commission and other payments from product producers on the completion of business with them. You may choose to pay in full for our services by means of a fee (**table 1 below**). Where we receive recurring commission, this forms part of the remuneration for initial advice provided. We reserve the right to charge additional fees if the number of hours relating to on-going advice/assistance exceeds 4 hours. A summary of the details of all arrangements for any fee, commission, other reward or remuneration paid to us which have agreed with product providers is available on our website www.sunrisefinancialplanning.ie

In certain circumstances, it will be necessary to charge a fee for services provided. These are listed below. In other circumstances where fees are chargeable or where you choose to pay in full for our service by fee, we will notify you in writing in advance and agree the scale of fees to be charged if different from fees outlined below. Where it is not possible to provide the exact amount, we will provide you the method of calculation of the fee.

If we receive commission from a product provider, this may be offset against the fee which we will charge you. Where the commission is greater than the fee due, the commission may become the amount payable to the firm unless an arrangement to the contrary is made. You may elect to pay us for our Financial Advice:

Fees Table 1:

<i>Professional Advisor</i>	<i>Professional Fee (Hourly Rate Ex VAT)</i>
Principal / Certified Financial Planner	€250.00
Accounts Executive/ Qualified Financial Advisers	€150.00
Support Staff	€100.00

- Additional fees may be payable for complex cases to reflect expertise or urgency. The fees in these cases may range from €250 to a maximum of €500 per hour. This will always be discussed and agreed in advance of any work taking place.

- In addition, we may earn a non-monetary benefit which we will only accept if it enhances the quality of our services to you i.e. attendance at a produce seminar/training, assistance with branding and IT support.
- Professional Fees are non-refundable in the event that a policy is cancelled.
- Fee of €250 applicable for stand-alone advice on pension maturity where commission is not payable to cover advice given and administrative costs. For example taxable lump sum option.

Fee Based Financial Planning

We offer a *Financial Planning* service which sits at the heart of what we do. We design and provide you with bespoke Financial Plan aligned with your lifestyle aspirations and financial goals. Your plan will be reviewed and tweaked as we travel on your financial journey together to ensure you continue to meet your financial goals in the future. The initial meeting is carried out at our expense as we get to know each other and ensure that we are a good fit for each other. You can opt for a *Full Financial Plan* the cost is in the region of €1,000 (ex VAT). This will be quoted in advance. However if you wish to consult us on a specific advisory topic, but do not want the Full Financial Planning service, we can also provide that service to you and will charge an hourly rate (*see table 2 below*).

Fees Table 2:

<i>Professional Advisor</i>	<i>Professional Fee (Hourly Rate Ex VAT)</i>
Principal / Certified Financial Planner	€250.00
Accounts Executive/ Qualified Financial Advisers	€150.00

These Terms of Business including Schedule of Fees & Charges are valid from 10th March 2021 until further notice.